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PATENT
HP 30004631-3 US
LHB 1509-222

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: HAWKES et al. Conf.: 1543
Serial No.: 09/977,494 Art Unit: 2157
Filed: October 16, 2001 Examiner: M. Meky
For: CONTACT CENTER

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February 9, 2005

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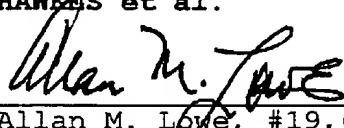
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Respectfully submitted,

HAWKES et al.

By:


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